



400-051^{Q&As}

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QUESTION 1

Which two applications must be connected to a leaf cluster in a Cisco Unified Communications Manager Session Management Edition deployment? (Choose two.)

- A. Cisco Unified Meeting Place
- B. Cisco Unified Contact Center Express
- C. H.323-based video conferencing systems
- D. Cisco Unity
- E. Cisco Unified Communications Manager
- F. fax servers

Correct Answer: BE

The deployment of a Unified CM Session Management Edition enables commonly used applications, such as conferencing or videoconferencing to connect directly to the session management cluster, which reduces the overhead of managing multiple trunks to leaf systems. Unified CM Session Management Edition supports the following applications: Unity, Unity Connection Meeting Place, Meeting Place Express SIP and H.323-based video conferencing systems Third Party voice mail systems Fax servers Cisco Unified Mobility The following applications must connect to the leaf cluster: Unified Contact Centre, CUCM, Unified Contact Centre Express Cisco Unified Presence Server Attendant Console Manager Assistant IP IVR Cisco Voice Portal

References: http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/session_mgmt/deploy/8_5_1/overview.html

QUESTION 2

Which three statements below are correct regarding tenant partitioning in Cisco Unity Connection? (Choose three.)

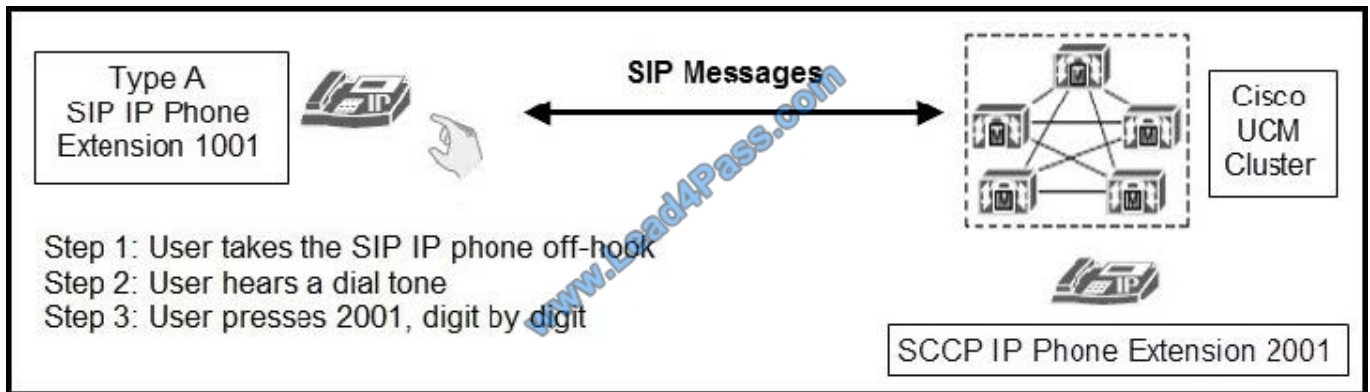
- A. Custom keypad mappings are shared among all tenants.
- B. Each tenant can be associated only with one phone system and Cisco Unified Communications Manager.
- C. Overlapping extension with tenant is not supported.
- D. Each tenant can have its own system level configurations.
- E. Voicemail networking such as Diginet and VPIM is supported.
- F. Ports are shareable between multiple tenants as long as you have the correct license.
- G. Customizable greeting is not supported.

Correct Answer: ABC

QUESTION 3



Refer to the exhibit.



A user is going through a series of dialing steps on a SIP Type A IP phone to call a SCCP IP phone. Both phones are registered to the same Cisco Unified Communications Manager cluster. Assume that the calling SIP phone is not associated with any SIP dial rules.

Which statement about how digits are forwarded to the Cisco Unified Communications Manager for further call processing is true?

- A. As each digit is pressed on the SIP IP phone, it is sent to the Cisco Unified Communications Manager in a SIP NOTIFY message as a KPML event.
- B. The SIP IP phone waits for the inter-digit timer expiry and then sends each digit to the Cisco Unified Communications Manager as a separate KPML event in a SIP NOTIFY message.
- C. The SIP IP phone waits for the inter-digit timer expiry or for the Dial soft key to be selected before it sends all digits to the Cisco Unified Communications Manager in a SIP INVITE message.
- D. The SIP IP phone waits for the inter-digit timer expiry, or for the Dial soft key to be selected before it sends the first digit in a SIP INVITE and the subsequent digits in SIP NOTIFY messages.
- E. The SIP IP phone sends all digits to the Cisco Unified Communications Manager in a SIP INVITE message as soon as the fourth digit is pressed.

Correct Answer: C

Because Type A SIP phone with no SIP dial rules sends digit in Enbloc style. All digits are sent to CUCM after the user completes the dialing and press the Dial softkey.

References: <https://supportforums.cisco.com/document/87236/working-concept-sccp-sip-phones-and-dial-rules>.

QUESTION 4

Which statement describes DTMF processing on Cisco Unified Contact Center Express with supported SIP-based agent IP phones that are registered to Cisco Unified Communications Manager?

- A. Cisco Unified CCX receives the DTMF digits via SIP NOTIFY messages.
- B. Cisco Unified CCX receives the DTMF digits in the RTP payload based on RFC 2833.
- C. Cisco Unified CCX receives the DTMF digits via JTAPI messages.



- D. Cisco Unified CCX receives the DTMF digits via SIP INFO messages.
- E. Cisco Unified CCX receives the DTMF digits as part of the audio encoding in the RTP stream.

Correct Answer: C

Unified CCX CTI ports are notified of caller-entered digits (DTMF input) via JTAPI messages from Unified CM. Unified CCX does not support any mechanism to detect in-band DTMF digits where DTMF digits are sent with voice packets. In deployments with voice gateways or SIP phones that only support in-band DTMF or are configured to use in-band DTMF, an MTP resource must be invoked by Unified CM to convert the in-band DTMF signaling so that Unified CM can notify Unified CCX of the caller-entered digits. Be sure to enable out-of-band DTMF signaling when configuring voice gateways in order to avoid using the previous MTP resources.

References: http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/crs/express_9_02/design/guide/UCCX_BK_C39FDB35_00_cisco-unified-contact-center-express_chapter_010.html

QUESTION 5

Which three Software Licensing transport setting types are available on UCM 12.0 for license management? (Choose three.)

- A. Prime License Manager
- B. Enterprise License Manager
- C. Transport Gateway
- D. Smart License Manager Proxy
- E. Direct
- F. HTTP/HTTPS Proxy

Correct Answer: CEF

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